County of Sacramento, Department of Human Assistance

to improve lives

DHA TEAM
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SACRAMENTO
COUNTY

OUR VISION.

DHA SETS THE BAR FOR HIGH PERFORMANCE SERVICE DELIVERY, THROUGH STEADFAST COMMITMENT TO EMPOWERED STAFF, PREMIER CUSTOMER SERVICE INNOVATION AND TECHNOLOGY.

Compassion

Integrity

Trust

Innovation

OUR VALUES.

SACRAMENTO COUNTY

Our Services.

- MACF Call Service Center
  - Avg. 30,547 incoming calls per month
  - Avg. 14:02 handle time
  - Avg. 00:28 speed to answer
  - Avg. 95,741 completed tasks per month
  - Current caseload 210,123

- MACF and GA Application Processing Service Center
  - Avg. 18,874 visitors per month
  - 6,821 customers applied for benefits in May
  - Avg. 4,022 outbound calls per month
  - Avg. 14,129 completed tasks per month
  - Current caseload (GA) 4,894

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Our Services. Cont'd

- CalWORKs Open Lobby Service Centers (7 locations)
  - Avg. 46,126 visitors per month
  - Avg. 98,094 completed tasks per month
  - 6,849 customers applied for benefits in May
  - Current caseload 46,517

- Department General Information Line
  - Avg. 38,661 calls per month
  - Avg. 1:35 handle time
  - Avg. 1:08 speed to answer

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Challenges.

- Initial staffing
- Hiring of language and culture staff
- No wrong door
- "No-Show" rate for face to face and phone appointments
- Staff morale
- Determining task priority
- Competing priorities between programs
- Fiscal driven
- Scheduling model
- Reporting measures

Successes.

- First call resolution
- Flexibility
- Customer service
- Staff morale
- No wrong door
- Technology
- Performance measures
- Relationships with other agencies and departments
- Leadership

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Current and Future Initiatives.

- June 9, 2017 – Document Imaging Enhancements
  - Improve quality, decrease turnaround time and streamline the document imaging process across all locations.

- July 24, 2017 – Open CalWORKs Call Service Center
  - Moving from case-based to task-based model

- Improve initial application processing

- Reduce churn rates by improving letters, notices, and call efficiency

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Questions.